

## Help Us Improve Our Customer Service

## **Unemployment Insurance**

Making sure you received quality service from the Unemployment Insurance and Wages Division on your claim is top priority. Please take this opportunity to tell us how we are doing, and I assure you that your suggestions and comments will be used to ensure we serve you and others even better.

Please return this survey in the enclosed pre-paid Business Reply Mail Envelope.

Sincerely,

Patricia Moulton Powden

Commissioner



## **TELL US HOW WE'RE DOING**

Your opinions and suggestions are important. Please take a few moments to complete the survey below about the quality of service you received when you filed your Unemployment Insurance claim.

		Strongly Agree	Agree	Disagree	Strongly Disagree
1.	I waited a reasonable amount of time before speaking to a Customer Service Representative (CSR).				
2.	I received courteous treatment.				
3.	The CSR was knowledgeable about the Unemployment Insurance Program.				
4.	The CSR answered my questions to my satisfaction.				
5.	I understood the instructions on filing Weekly claims for benefits.				
6.	The Interactive Voice Response (IVR) telephone system for filing weekly claims and other purposes was easy to use.*	or 🗖			
7.	The On-Line application for filing weekly claims, establishid direct deposit, and other purposes was easy to use.*  *If you did not use our On-Line applications, please do not provide.		0		
8.	The Claimant Responsibilities & Rights Handbook helped me to understand what is required of me in order to receive Unemployment benefits.		_		
9.	I rate the overall quality of service provided by the Vermor Insurance and Wages Division to be:	it Departmer	nt of Labor	's Unemploy	ment
	☐ Excellent ☐ Good ☐ Adequate		□ Poor		
10.	Here are some suggestions and comments I would like to	make:			
Please check here if you would like someone from the department to contact you. Pleas name and telephone number below.					ovide your
	Name: Phone Number:				